THE CRIMINAL BAR ASSOCIATION

CBA GUIDANCE · COMPLAINTS PROCEDURE

Complaining About a Barrister

Where a complaint goes. The CBA keeps no record and does not investigate — it signposts the complainant.

A complaint about a barrister is received by the CBA
No record is kept and no enquiry is made — a member of the profession cannot investigate another. The complainant is signposted as below.

A report of serious misconduct
The CBA reports the matter to the Bar Council and the BSB immediately (right-hand route).

Chambers route

Bar Council — complaints advice
Bar Council Complaints Policy · Talk to Spot (anonymous report)
barcouncil.org.uk/support-for-barristers/bullying-and-harassment

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Barristers' chambers' complaints procedure

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Informal or formal complaint to chambers
May be referred to the Bar Council and/or the BSB.

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Chambers resolution

Regulatory route

Bar Standards Board
Report a concern via the BSB Contact & Assessment Team.
barstandardsboard.org.uk/for-the-public/reporting-concerns
barstandardsboard.org.uk/ask-us-a-question-or-report-a-concern

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The Bar Standards Board investigates

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BSB resolution

↓ **both routes, if unresolved** ↓

Legal Ombudsman
If the complaint remains unresolved. PO Box 6806, Wolverhampton WV1 9WJ · 0300 555 0333 · legalombudsman.org.uk

Serious misconduct. Barristers must report serious misconduct directly to the Bar Council and the BSB (Bar Code of Conduct rule C66) — not to the CBA. Where the CBA receives such a report it passes it to the Bar Council and the BSB at once.